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What role do – and can – libraries play in society?

That’s the question we asked expert speakers at a conference we held in September 2020. We had originally planned to invite around 150 delegates to the Bodleian Libraries for the event, but with the COVID-19 pandemic still very present – and the vaccine not yet announced – we reimagined it as an online conference that anybody was welcome to attend.

The result was *Oxford Libraries 700*: three tremendous days of talks, panel events and online interactions with upwards of 2,000 people worldwide.

We have many similar stories from Academic Year 2020–21 which demonstrate how the Bodleian Libraries has remained not only agile and responsive but has also been proactively working for our community during an incredibly challenging period in our history.

Lockdowns and restrictions would continue to affect physical access throughout the year (covering the period 1 August 2020 – 31 July 2021), frustrating the plans of colleagues, readers and public visitors alike. But rather than battening down the hatches and waiting for the storm to pass, we chose to change the way we worked.

We adapted our services to meet the new needs of readers. We substantially advanced our efforts in opening up access to our world-class collections. We found innovative ways of engaging with our many communities.

Importantly, we realised that these changes did not have to be temporary and that many of them could actually enhance our work in the long term. We recognised that the circumstances of the year were transforming our society. People were developing new expectations as to how they should be able to access information, and digital expectations have become far more widespread among people of all ages.

However, we also know that the digital landscape is no utopia. Widespread misinformation about COVID-19, for example, has contributed to society’s already uneasy relationship with online sources. Meanwhile, even outside of the pandemic, issues around data security and the way knowledge is managed challenge our ethics, freedoms and even democracy itself.

Returning, then, to the question of the library’s role in society: the answer is of course complex, because society is always evolving. Even a three-day conference can only scratch the surface. So, if the Bodleian Libraries is to continue its mission to preserve and share knowledge, we must also evolve. We must be prepared to reflect on, and rethink, the way we work – as we have done throughout our history, going back to 1320 (as many of the speakers at the Oxford Libraries 700 conference pointed out).

While this Annual Report gives a flavour of some of our developments and achievements in Academic Year 2020–21, there are inevitably countless more that we couldn’t squeeze in.

So to our generous donors and benefactors; to my committed colleagues; to our wonderful partners and peers, readers, visitors, and online followers, I want to say a huge thank you to each and every one of you.

Not only did you help us to rise to the year’s challenges, but you achieved this while navigating the effects of an international crisis on your own lives. The extraordinary nature of the year cannot be over-emphasised, but neither can your extraordinary response.

You’ve helped make the Bodleian what it is today: not just an assortment of physical structures and processes, but a dynamic force, shedding light on our past and illuminating the way forward.

It is thanks to your ongoing support that we can keep this vital resource resilient and meaningful for the society we know now, and that of generations to come.
The Bodleian Libraries group includes major research libraries; libraries attached to faculties, departments and other institutions of the University; and, of course, the principal University library – the Bodleian Library, which first opened its doors in 1602. Our collections include books, journals, manuscripts, maps, music, digital data and much more. We work increasingly collaboratively with other parts of the University: with college libraries and archives, and especially with our colleagues in the University’s Gardens, Libraries and Museums (GLAM).

The work of the Libraries is defined by its strategic plan, which was created to enable the Libraries to achieve three key aims during the period 2018–2022:

1. To help ensure that the University of Oxford remains at the forefront of academic teaching and research worldwide;
2. To contribute leadership to the broader development of the world of information and libraries for society; and
3. To provide a sustainable operation of the Libraries.

ABOUT THE BODLEIAN LIBRARIES

The Bodleian Libraries of the University of Oxford forms the largest university library system in the UK. It provides a world-class resource for students and scholars from all over the world, and heritage for all to enjoy.

THERE ARE 28 LIBRARIES ACROSS THE BODLEIAN LIBRARIES

• Bodleian Education Library
• Bodleian Health Care Libraries
  - Cairns Library at John Radcliffe Hospital
  - Horton Hospital Library
  - Knowledge Centre at Old Road Campus
  - Girdlestone Memorial Library at Nuffield Orthopaedic Centre
• Bodleian Japanese Library
• Bodleian Old China Centre Library
• Bodleian Latin American Centre Library
• Bodleian Law Library
• Bodleian Old Library
• Radcliffe Camera
• Weston Library
• Bodleian Music Faculty Library
• Nizami Ganjavi Library
• Bodleian Social Science Library
• English Faculty Library
• History of Medicine Library
• Leopold Muller Memorial Library
• Philosophy and Theology Faculties Library
• Radcliffe Science Library (currently closed with staff and collections housed at the New Harmsworth Library)
• Rees-House Continuing Education Library
• Sackler Library
• Sainsbury Library at the Said Business School
• Sainsbury Library at The Eagle
• Sainsbury Library of Plant Taxonomy
• Taylor Institution Library
• Tylor Library
• Vere Harmsworth Library at the Rothermere American Institute

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IN NUMBERS

The number of study spaces provided by the Bodleian Libraries changed throughout the year as the situation with the pandemic evolved. During Michaelmas Term there were 13,185 seat-sessions per week. At the end of Hillary Term there were 9,465 seat-sessions per week. During Trinity Term there were 14,336 seat-sessions per week.

There were 456,789 reader visits to our libraries.

Scan & Deliver fulfilled 44,347 requests, compared with 9,942 the previous year, and delivered over 1.1 million individual scanned pages. We satisfied 2,012 requests for scans of Special Collections items, producing 182,516 scans that were sent free of charge to researchers round the world.

We moved our programme of induction and training workshops online, delivering more than 859 induction, iSkills and other training sessions to 29,230 student and researcher attendees. To help Law undergraduates avoid significant delays in completing a compulsory module, the Law Library ran 123 ‘moot courts’ (simulated court hearings) online.

Almost 50,000 Click & Collect requests were placed.

The Open Access and Scholarship support team reported that 172 datasets were deposited in the Oxford University Research Archive (ORA) this year, to ensure researchers’ compliance with their funders. This brings the total to 993, which were downloaded 13,780 times this year. A total of 14,884 full-text research outputs (articles, book chapters etc) were added to ORA, bringing the total to almost 89,000. They have been downloaded 1.6 million times this year. The team also provided training on compliance with the Copyright Licensing Agency to 426 administrative staff across the University.

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OUR SERVICES

The pandemic called for a rapid review of our services as we worked to meet the changing needs of readers. We adjusted the way we delivered regular services, redefining them at scale and creating new avenues for accessing collections and resources. While some changes were temporary, others were compelling and sustainable enough to remain permanent. These will be transformative for our own future and for the people we serve.

Admissions & Applications

With the Bodleian being, at times, physically closed to readers this year, our Admissions team completely changed the way they operated. They introduced a telephone appointments system, as well as novel ways of processing payments and applications and communicating information to applicants. They designed information leaflets, booklets for prospective group organisers and a welcome pack for new team members.
TRANSFORMING READER SERVICES

Oxford Reading Lists Online (ORLO) is Oxford’s tool for creating online reading lists. The fast adoption of ORLO across the academic divisions during the pandemic continued, with the service contributing to flexible and inclusive teaching. The number of published lists doubled, as did the number of chapters/articles digitised by our digitisation service.

To manage the rapidly changing availability of e-resources during temporary pandemic measures, we developed automatic processes to bulk add and remove links, enabling immediate access to e-resources.

Our Scan & Deliver service continued to play a vital role in connecting readers with content. As part of the service, we supplemented the existing Remote Document Delivery service with Library Scan: a service for reading room materials. Both services were offered free of charge and were so popular that we had to introduce a limit of one request per day.

The enhancements were made possible by a huge coordinated effort across the Bodleian Libraries involving over 200 staff and investment in new overhead scanning equipment at the busiest scanning sites. Our staff didn’t have to make contact with each other.

ORLO is being used on a range of subjects outside of formal teaching, such as Study Skills and Counselling service recommendations, as well as for Black Lives Matter and LGBT+ resources, helping support equity, diversity and inclusion at the libraries.

We implemented a suite of Return of Loans measures to make sure readers didn’t need to put themselves at risk when returning materials to the libraries. These included not accruing fines and very long loans that were systematically renewed, as well as postal returns and in-person returns to accessible ‘hubs’ – available 24/7 – where readers and our staff didn’t have to make contact with each other.

LIVE CHAT

We first introduced Live Chat to readers in July 2011, when it was available via a widget on the Search Oxford Libraries Online (SOLO) page. Having since developed into one of the Bodleian Libraries’ core enquiry services, it really came into its own during the pandemic. Today, access to Live Chat is available on all Bodleian web pages, SOLO and general library guides. It has more than proved its importance, as well as the value of the extended hours in an environment where remote working and access to digital resources are key.
ACCESSIBILITY

With our libraries reviewing service provision during this extraordinary year, we made sure that adjustments met the requirements of our disabled readers. The expansion of ORLO reading lists helped to provide disabled students with more independent access and allowed our Accessible Resources Unit (ARACU) to focus on other areas. We also invested heavily in the provision of digital materials that readers could access remotely. This was particularly beneficial to readers who need assistive technology to access print, or experience difficulties with accessing a physical library or handling books. Through our Hathi Trust membership, we provided nearly 400 books to disabled readers. While Hathi Trust’s Emergency Temporary Access regulations placed restrictions on access to print collections, special permissions opened them up for disabled readers who needed print items on accessibility grounds. Meanwhile, the annual Disability Advisory Service welcome event for new students evolved into an online course, and the Disability Librarian created a video outlining library support available for students.

“Readers and enquirers more than ever really appreciated a human response that gave knowledgeable and expert advice during this difficult time in an ever-changing environment.”

Hannah Chandler, Official Papers Librarian

OPEN ACCESS & OPEN SCHOLARSHIP

Our Open Scholarship Support department continued to play a lead role in the delivery of support for Open Access, Open Research, and Research Data Management provision. The work of the Open Access Collections team includes carrying out negotiations for electronic licensing agreements. The year was one of transition, as the publishing industry adapted its models in a commitment to move to fully Open Access. This was primarily achieved through Read & Publish deals, which combine subscription costs and Open Access publishing costs into a single agreement. Supported by the University’s Research and Innovation Committee, we established a new strategic Read & Publish Review Group in March 2021, tasked with assessing deals on the University’s behalf. The group also played a leading role in the negotiations for the next Elsevier five-year ‘big deal’, to include open-access publishing services.

OUR LIBRARIES

In response to the needs of readers, especially graduate students, Trinity term 2021 saw a programme of extended opening hours for some of our libraries, including the Old Bodleian, Taylor Institution Library and Sackler Library. This helped improve access to study space and non-lending material at weekends and during vacations. At the Social Science Library, we made preparations for a SafePod: a standardised study cubicle that gives users secure online access to restricted data centres such as the Office for National Statistics and the UK Data Service. We finalised the funding arrangements and completed the installation and staff training in advance of a September 2021 launch. Meanwhile, the completion of the roof project in the central Reading Room of the Bodleian Law Library means readers can now enjoy plenty of natural light!
In a year that underlined the importance of digital access, our hands-on work remained essential to making this possible. We catalogued, photographed and treated items in preparation for digitisation. Meanwhile, our libraries were further enriched with some very special acquisitions and donations. Step by step, we’re opening our world-class collections to the world itself.

**IN NUMBERS**

Today, the combined library collections number over 13.5 million printed items, as well as over 1.46 million ebooks, 142,500 e-journals, and more than 28,000 linear meters of archives and manuscripts, and vast quantities of materials in other formats.

Our membership of the Hathi Trust continued from June 2020, enabling on-screen access to approximately 4 million public domain items.

We received 230 linear metres of archives and manuscripts into our collections, and catalogued and made available 287 linear metres of previously inaccessible archive and manuscripts. We also ingested 131GB of born-digital archives.

We made many more full descriptions of archives and manuscripts available online for the first time via the Bodleian Archives and Manuscripts catalogue (archives.bodleian.ox.ac.uk) — surpassing the milestone of 20,000 linear metres of material.

1,930 items were treated by the Conservation and Collection Care team.

More than 100,000 images were produced by the Imaging Services team.

There were 122,000 loans of physical books to 17,000 readers.

There were 18,276 consultations of Special Collections items in the Weston reading rooms.

There were almost 13 million downloads of full-text journal articles.

There were over 6.6 million downloads of chapters from e-books.

There were over 12 million searches of bibliographic databases.

There were over 16 million searches of SOLO.

**E-RESOURCES**

We acquired more than a million new e-resources, including databases, books, journals, newspapers and magazines. The evidence-based acquisition (EBA) projects, which ran with suppliers including Cambridge University Press, de Gruyter, Springer and Elsevier, were a major new development that gave us access to 200,000 books.

**OPEN ACCESS**

The Open Access Collections team have continued to support research students with the deposit of their theses in line with exam regulations. This was particularly important during the pandemic and the temporary suspension of the delivery of physical theses copies to the Libraries.
CHAMPIONING INCLUSIVE COLLECTION DEVELOPMENT

Across the University, equity became a core focus, with changes to rectify historic gaps in teaching. The Bodleian Libraries actively engaged with this movement to foster equality, diversity and inclusivity across our workforce, collections, services, spaces and activities. Having launched in January 2020, our ‘Changing the narrative’ project continued to encourage subject librarians to think critically about the gaps in the narratives that the collections tell.

Throughout the project, we’ve enhanced our collections in areas such as LGBT+ Studies, Women’s Studies, Disability Studies, Black, Asian and Minority Ethnic (BME) Studies and the intersections between these identities.

The project also proposed an addition to our overarching collection management policy: ‘The Bodleian Libraries commits to developing collections that reflect a diverse academic community and breadth of scholarship including previously under-represented areas.’

The inclusion of this statement will direct librarians to consider and collect in areas that are currently underrepresented in their subject collections, identify and reveal collections already held, and require acquisition services to diversify the range of suppliers used.

“We wanted to take a more proactive approach to collection development, to ensure the collections we build are used and useful, and continue their transformational impact.”

Helen Worrell, Archaeology and Tylor Anthropology Librarian, and Changing the Narrative Project Leader

COLLECTING COVID

The University of Oxford has been at the forefront of international efforts to respond to the COVID-19 pandemic. Working with the History of Science Museum, we initiated our Collecting Covid programme (generously funded by the EPA Cephalosporin Trust) to capture records of the University of Oxford’s research response to COVID-19 and preserve them for posterity.

To help capture relevant items, the Oxford University Research Archive (ORA) launched the ORA COVID-19 collection. The portal provides (where possible) the full text of items held in ORA as well as links to the University COVID-related outputs held at other locations. This will help us and future generations to understand what happened, and to recognise the contributions of a great many people at the University and beyond.

RACE AND DIVERSITY

In collaboration with the City of Oxford Museum, we managed a race and diversity narratives project which supported two students to explore the archives and acquired protest placards from Rhodes Must Fall protests held in Oxford earlier in 2020.

“Collecting COVID” and “Race and Diversity” sections.

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RARE BOOKS & PRINTED EPHEMERA

While the Rare Books team’s cataloguing schedule was disrupted throughout the year, a return to on-site working saw the completion of several cataloguing projects by July 2021. These included:

- the second half of Professor Giuseppe Scalabrino’s small but highly important donation of Italian Literature, which arrived in May 2021 (25 items);
- a collection donated by Booker Prize-winning author Ian McEwan of his works in translation (1000 items); and
- around 900 individually donated or purchased items.

Acquisition highlights included:

- a copy of Robert Frank’s photo book The Americans (NY, 1959);
- an archive of Dean’s Rag Book Company ledgers comprising three volumes of around 3000 mounted leaves of 280 titles published between 1903 and 1933, accompanied by a donation from Pickering and Chatto towards their conservation; and
- several important modern Artist’s Books by Ken Campbell, Kitty Maryatt, Edward Ruscha, Leonard Baskin and Ana Paula Cordeiro.

ARCHIVES & MODERN MANUSCRIPTS

Largely thanks to donations and grants, our Archives and Manuscripts team catalogued and made available previously inaccessible materials, including:

- the oral history project, Recollecting Oxford Medicine;
- the diaries of campaigner Mary Whitehouse;
- the academic papers of Professor of African Politics Dr Abdul Raufu Mustapha, the University of Oxford’s first Black African University Lecturer;
- a Mary Wollstonecraft Shelley autograph manuscript draft of ‘The Invisible Girl’ (incomplete);
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The team also barcoded the majority of archives and manuscripts held at the Weston Libraries – widening access to our Special Collections.

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“As the early visual representations of non-Han peoples of southwest China, the Miao albums have continuously attracted scholarly interest, are an ideal visual material for teaching Chinese imperial history, and resonate with the current race and decolonisation debate from a unique perspective.”

Mamtimyn Sunuodula,
Curator of Chinese Collections
CONSERVATION: MENDELSSOHN, THE MUGHAL EMPIRE AND MORE

The Bodleian’s extensive and important collections of material relating to composer Felix Mendelssohn Bartholdy (1809–1847) include the sequence of 27 so-called ‘Green Books’, which contain nearly all the composer’s incoming correspondence from the age of 12. Our Conservation and Collection Care team’s work to treat this fragile collection is a crucial part of a wider project to digitise the Mendelssohn archive and make it available online.

Thanks to various donations, we’ve been carrying out extensive conservation work on a 17th-century Mughal imperial album containing 41 high-quality paintings and exquisite calligraphy from the Shah Jahan period within contemporary lacquered boards. Our delicate work has included consolidating unstable flakes of paint found on the paintings and decorative borders by re-adhering each flake to the paper substrate. Meanwhile, with generous support, the team have been developing skills and knowledge in textiles in libraries. We’ve developed a network of conservators, embroiderers, historians and curators with an interest in textiles that appear in, around or in association with books. We delivered a related series of six online talks, which broke attendance records for the team’s online presentations!

SECURING IMAGES FROM THE DAWN OF PHOTOGRAPHY

In 2021, we were excited to secure the future of some of the earliest photographs ever made: a highly important collection of images by 19th-century pioneering photographer William Henry Fox Talbot. Thanks to the generosity of a private individual, the items have been placed on long-term loan at the Bodleian Libraries, allowing them to be studied, exhibited and made available digitally. This has prevented the collection from being broken up, removed from public access or located abroad.

The collection had remained in family ownership until the auction in New York in April 2021, where Sotheby’s described it as ‘the most important lot of 19th-century photographs ever to come to auction’. Comprising about 190 photographs in total, the collection contains early experiments with the chemistry and optics of photography, some of the earliest portrait photographs ever made, and many of the earliest photographs ever taken of Edinburgh, London, and other locations in the UK and France. It offers a major opportunity for scholars and lovers of photography to better understand the emerging art form.

“It seems particularly fitting that the Library will now be able to tell the story of how photographs came to be presented in book and album form, always a key aspiration of Talbot’s.”

Professor Geoffrey Batchen, Oxford University’s Professor of the History of Art

The focused expansion of photography in our collections is a natural progression for a world-leading institution that specialises in collecting memory. Many of our collections already chart the evolution of photography in other ways. Our literary and political archives contain huge numbers of photographs, and our vast book holdings contain many of the most important photobooks ever published. Targeted collecting around the history of photography itself helps to complete our archive and adds to its scholarly value.

Our work to preserve digital knowledge and heritage by archiving the web and collecting social media content will soon expand to include capturing viral images and memes.
The Centre for the Study of the Book ran 34 online events. Audience numbers were approximately double those from previous events.

21 happy couples tied the knot at the Bodleian.

We published 18 books and continued to guide over 100 through earlier stages of the publication process.

Public engagement activity continued at pace despite the challenging circumstances. Across the Bodleian teams delivered 72 events – including public online events, schools virtual sessions, and in-person community sessions for a total of 5,062 attendees.

87% of people agreed or strongly agreed that our Roots to Seeds exhibition had improved their understanding of the importance of plants and plant science. 77% said it made them ‘likely’ or ‘very likely’ to visit the Oxford Botanic Garden.

We welcomed 37,335 exhibition visits to our galleries and over 37,000 visits to our online exhibitions.

On average we welcomed 414 visitors per day to our Helen Muspratt: Photographer in the Blackwell Hall atrium between 5 October and 5 November 2020.

The digitized versions of books and manuscripts from our collections saw a 54% increase from pre-pandemic levels with 3 million views of these free online resources. There were also almost 83.5 million views of Bodleian Collection items in Wikipedia.

In the two month reopening to the public in September 2020, we welcomed almost over 30,000 visitors into the Divinity School or on exclusive ‘household/social bubble’ tours.

The Oxford Seminars in Cartography (TOSCA) were held online, seeing our annual output rise from three seminars to five, and resulting in audience numbers five times larger than at previous events.

We enjoyed 350,844 engagements on Twitter – a 64% rise on previous year.

We published 29 videos of events and talks on YouTube – almost double the previous year. Our videos on YouTube had 82,569 views compared to 47,297 the previous year.

Our #BodUnlocked campaign saw a dramatic rise in referrals from social media channels to our online shop: Twitter referrals were up 480% on the previous year, and up 239% for Facebook.

During the November 2021 lockdown, overall revenue for sales via the online shop (while our physical shops were closed) was up 220% on previous year.
The Centre for the Study of the Book (CSB) hosts research projects and academic outreach from Bodleian Libraries' Special Collections. This year, the CSB transformed its programme to enable distance learning and online academic seminars.

We hosted sessions for University courses such as the English Master of Studies and Medieval Studies, with films of special collections material, and socially distanced show-and-tell sessions. We presented 34 online academic conferences, lectures, seminars and master classes. We held two online conferences: one that celebrated women in photography and one on the Persian Arts of the Book.

With CSB support, the Bodleian took part in five multi-library seminars, enabling comparisons to be made and connections drawn between rare and unique material from our collections and similar items in libraries around the UK and in the USA, Italy and Germany.

We were delighted to welcome several Fellows and Affiliated Scholars in 2020–21. Chiara Betti began her Collaborative Doctoral Partnership research as a student of the University of London and the Bodleian Libraries, researching our Rawlinson collection of copper plates. Byrne Bussey Marconi Fellow Georgina Montgomery researched the University's own 'living laboratory,' Wytham Woods, studying the early teaching of ecology in Oxford and presenting this at an open-air event in the woods.

Fellows and Affiliated Scholars: From Ecology to Ephemera

The Oxford Seminars in Cartography (TOSCA) have run since 1993. In 2020–21, the programme hosted five online talks – an increase from the usual three – and saw a five-fold increase in average audience numbers. The switch to online meant prestigious speakers could be secured to present virtually. A one-day symposium titled ‘Women and Maps’ brought an international roster of speakers and 200 audience members.

The Map Room: TOSCA Talks

A project to install a section of the original book conveyor and Lamson tube system in the Weston Library was completed ahead of schedule. The project was part of the listed building consent for the 2015 refurbishment. Originally designed in the 1940s by Stanley Rooke, the apparatus may now be exhibited to VIPs who are interested in historical engineering and building conservation. Further plans include an interactive element, showcasing the sights and sounds of the unit in operation.

The Centre for the Study of the Book (CSB) hosts research projects and academic outreach from Bodleian Libraries’ Special Collections. This year, the CSB transformed its programme to enable distance learning and online academic seminars.

We hosted sessions for University courses such as the English Master of Studies and Medieval Studies, with films of special collections material, and socially distanced show-and-tell sessions. We presented 34 online academic conferences, lectures, seminars and master classes. We held two online conferences: one that celebrated women in photography and one on the Persian Arts of the Book.

With CSB support, the Bodleian took part in five multi-library seminars, enabling comparisons to be made and connections drawn between rare and unique material from our collections and similar items in libraries around the UK and in the USA, Italy and Germany.

We were delighted to welcome several Fellows and Affiliated Scholars in 2020–21. Chiara Betti began her Collaborative Doctoral Partnership research as a student of the University of London and the Bodleian Libraries, researching our Rawlinson collection of copper plates. Byrne Bussey Marconi Fellow Georgina Montgomery researched the University’s own ‘living laboratory,’ Wytham Woods, studying the early teaching of ecology in Oxford and presenting this at an open-air event in the woods. Albi Rosenthal Fellow Tom Coult wrote Clippings and Fragments, a song cycle based on John Johnson Collection ephemera material in our Special Collections, to be performed at the Oxford Lieder Festival in 2021. Three other Visiting Fellows were in residence at the Weston Library in July 2021. The CSB commissioned several short films showing researchers with Special Collections material, available on the Bodleian Libraries YouTube channel.
PUBLISHING: GIN AND CHEESE TOASTIES

Sales of books from our Publishing team remained buoyant, but the global pandemic had a big impact on our income from sales and licensing, and on costs and commissioning. However, review coverage in the mainstream media and online was very strong, raising awareness of our titles and the Libraries generally.

Five titles were reprinted, and six were sold to foreign language publishers for publication in Polish, German, Japanese, Dutch and Korean.

Books covered everything from Victorian vocabulary to the Botany of Gin to Secrets of the Great Ocean Liners. We produced several publications to accompany our public exhibitions, as well as books on the Oxford University Museum of Natural History, and the history of the Bodleian Library itself. We even printed a 19th-century ‘household book’ by Martha Lloyd, a friend of Jane Austen’s, which included the recipe for the novelist’s favourite cheese toastie!

VENUE HIRE

While lockdowns brought huge challenges to the wedding and event industry, our Events team helped couples get married at smaller weddings for up to 30 guests in the autumn and early spring. When restrictions were lifted in June 2021, guest numbers rose to more than 60, with the usual high numbers returning in July. The team also held two very well-attended ‘virtual showcase’ events!

OUR SHOPS

The five biggest earning items sold by our Retail team over the Christmas 2020 period were:

1. Tolkien: Maker of Middle Earth – Collector’s Edition
2. The Grayson Perry Silk Scarf
3. The Bodleian Library Oak Bookrest
4. The Bodleian Library Advent Calendar
5. Treasures from the Map Room by Bodleian Publishing

The most popular items (units sold) during this period were:

“I Buy Books” cotton bag (online shop) and the Bodleian Logo cotton bag (Weston Library Shop).
“I cannot tell you how much I loved the ‘Bodleian Unlocked’ at the weekend. I wrote a script alongside it at the weekend and sent it to my Grandma, my parents, my sister, my in-laws, my BFFs... so they could all take a virtual tour. I thought it was really excellent. I also sent it to a friend that has MS [multiple sclerosis] and is housebound. Such an amazing resource for her because it allows her to get out virtually. Very cool.”

A social media follower responding to a specially-produced 360° virtual tour of the Old Bodleian Library

OUR TOURS
Despite the limitations imposed by the lockdown, the Front of House and Tours teams took the opportunity to develop and launch a new audio guide which proved very popular with visitors in December 2020. Available in six languages, the guide featured fascinating information about the Old Bodleian’s history and architecture, and helped visitors to experience the old site while maintaining social distancing protocols.

To help attract visitors back to Oxford for summer 2021, we partnered with the Oxford Guild of Tour Guides to launch an exciting new City Walking Tour. This new addition to our tours programme will enable us to engage with a wider variety of visitors, including younger family members who can enjoy discovering how Oxford has inspired several favourite literary characters.

COMMUNICATIONS AND MARKETING
In 2021, the Communications and Marketing team launched a brand-new look for the Bodleian Libraries website, helping readers to discover information more easily. The new site is mobile-optimised and offers a series of ‘Getting Started’ guides to introduce readers to our libraries and their services.

In response to the November 2020 national lockdown, our #BodUnlocked campaign on social media aimed to make the most of the Bodleian Libraries website, helping readers to discover information more easily. The new site is mobile-optimised and offers a series of ‘Getting Started’ guides to introduce readers to our libraries and their services.

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The campaign culminated in the launch of the 2020 ‘#Bodvent’ calendar. Online followers could ‘open’ a virtual door each day on an interactive webpage and view beautiful watercolour illustrations of our libraries, courtesy of local artist Tim Kirtley.
PUBLIC ENGAGEMENT: MANUSCRIPTS AND MINDFULNESS

With physical visits to the Weston Library not possible, our Public Engagement team developed their digital and online skills to find creative ways to engage audiences.

Led by our academic and collection strengths, we delivered 14 innovative public online events and workshops, including a series of online Gregorian Chant workshops; a new programme of events, ‘Meet the Manuscripts’, to showcase collection highlights; and creative learning opportunities such as an online linocut project with a group of adult learners. Many of these events were run through the Bodleian’s Education and Public Engagement Programme, which is supported by the Helen Hamlyn Trust.

Meanwhile, in partnership with the History of Science Museum, we received a grant from the Art Fund to develop a ‘virtual classrooms’ pilot programme, helping to move previously in-person-only school events online. But our in-person opportunities didn’t stop. Instead, we went outside! In 2021, we ran an outdoor community engagement project group connected to our exhibition on 16th/17th-century writer Robert Burton’s The Anatomy of Melancholy, which opened later in the year. The six-week ‘Greenspaces of a Self’ project was led by an artist and a mental health researcher from the University of Oxford’s Department of Psychiatry. With guided walks around Harcourt Arboretum and creative activities, it used mindfulness-based approaches to explore the connection between nature, a sense of self, and well-being.

EXHIBITION LOAN PROGRAMME

While exhibition venues were closed worldwide, we developed digital solutions and protocols to facilitate exhibition loans. We resumed our normal national loan service from May 2021, supporting exhibitions at Hampton Court, London; the Heath Robinson Museum, Pinner; Kresen Kernow, Redruth; and the Ashmolean Museum, Oxford.

SUSTAINABILITY

The Old Bodleian Library and Weston Library were awarded a ‘Gold’ Green Impact Award by the University’s Sustainability Team for our measures to reduce the Bodleian’s environmental impact – such as switching to 100% recycled paper for all printers and photocopiers, using only FSC-approved materials and reducing the amount of plastic in the shop’s Bodleian-branded products.
A wonderful exhibition, so good to see female photographers recognised. Also heartening that the Bodleian has the archive.”

AN EXHIBITION VISITOR

EXHIBITIONS

Faced with a reduction in visitor numbers to the Weston Library, we altered exhibition schedules and implemented safety measures in our exhibition spaces. We found new ways to plan and work remotely with collections and curators. Despite lower attendance, responses to our exhibitions were extremely positive.

Art of Advertising (March 2020 – August 2021) told the story of British advertising from the mid-18th century to the 1930s. Showcasing the John Johnson Collection of Printed Ephemera, it celebrated ephemera as a historical resource and displayed examples of advertising copy, printing techniques and graphic design.

Helen Muspratt: Photographer (October 2020 – June 2021) celebrated the work of this pioneering photographer, who opened a studio in Oxford in the late 1930s that was entirely run by women. The exhibition marked the important gift of Muspratt’s photographic archive to the Bodleian, which includes over 500 original prints and surviving negatives.

Roots to Seeds (May – October 2021) marked the anniversary of the foundation of the Oxford Botanic Garden in 1621. This research-led exhibition reflected on four centuries of botanical research and teaching at the University.

The exhibition delivered a number of Bodleian ‘firsts’, including a live-streamed opening, audio tours, touch tours for blind and partially sighted visitors, street art, and accompanying videos on YouTube that highlighted graduate students’ research projects. The project also demonstrated positive ways in which the University’s Garden, Libraries and Museums departments can collaborate through shared public programming and marketing.
DONOR LIST
A big thank you to our donors. We couldn’t have risen to the challenges of the year without your generosity and support.
Sir Victor and Lady Blank
The late Miss Cornelia Starks
Rothschild Foundation (Hanadiv) Europe
The Martin J Gross Family Foundation
The William Delafield Charitable Trust
The Tolkien Trust
The late Mr Patrick Leonard Strong
Professor Joseph Sassoon
The Polonsky Foundation
The Andrew W Mellon Foundation
The Conservative Party
The Helen Hamlyn Trust
Robert Craft Igor Stravinsky Foundation
Guy and Elinor Meynell Charitable Trust
Dr David R. Harvey
Mr Dave Aylott
The Stephen Taylor Foundation
Hogan Lovells LLP
The late Mr John Wrigley and Mrs Barbara Wrigley

FRIENDS OF THE BODLEIAN
The Friends of the Bodleian membership events programme moved online during 2021. This included the annual lecture, where we welcomed journalist and broadcaster Samira Ahmed, who discussed Persian art and the Bodleian’s collections.
We warmly invite anyone who’d like to support our work to join the Friends of the Bodleian membership programme.

DEVELOPMENT
This year, it became even more important to provide access to unique collections for the benefit of scholarship and society, but the pandemic meant that some of our traditional sources of funding and income dropped. Our 2021 Annual Fund campaign helped us to rise to this challenge.

‘Digital access for all’ set out to raise money to help people access the Bodleian online. Digital access is now a crucial part of how we serve our community of readers, scholars and the public. The pandemic has taught us that digital access to the Bodleian Libraries has the power to transform lives and expand horizons.

Donations will enable us to provide innovative new content online and react to the remote learning and research needs of our scholars, giving access to our cultural institution when it is needed most.

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## KEY STATISTICS & FINANCE

### LIBRARY SPACES

<table>
<thead>
<tr>
<th></th>
<th>2020-21</th>
<th>2019-20</th>
<th>2018-19</th>
<th>2017-18</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gross internal floor area (m²)</td>
<td>42,774</td>
<td>42,774</td>
<td>44,948</td>
<td>45,042</td>
<td>53,224</td>
</tr>
<tr>
<td>Study spaces</td>
<td>1,901*</td>
<td>4,289</td>
<td>4,567</td>
<td>4,555</td>
<td>4,376</td>
</tr>
</tbody>
</table>

*as at end Trinity term

### COLLECTIONS

| | | | | | |
|---|---|---|---|---|
| Total catalogued print stock, including archives and manuscripts | 13,501,857 | 13,435,019 | 13,294,166 | 13,321,079 | 12,853,047 |
| Net number of items added to the collection | 64,838 | 140,503 | 172,669 | 178,671 | 249,672 |
| Total linear meters of archives and manuscripts | 20,293 | 20,062 | 27,890 | 27,625 | 26,085 |
| Number of e-books | 1,466,518 | 1,894,480 | 1,473,832 | 1,352,556 | 1,257,210 |
| Number of e-journals | 142,156 | 135,843 | 118,230 | 99,118 | 81,647 |
| Number of current journals only available in print | 22,360 | 26,100 | 27,971 | 28,540 | 28,594 |
| Number of print legal deposit books received | 64,741 | 54,514 | 71,051 | 79,417 | 93,069 |
| Number of electronic legal deposit books received | 123,034 | 52,982 | 198,732 | 140,140 | 94,525 |
| Number of print legal deposit serials received | 25,529 | 24,688 | 26,528 | 26,620 | 26,755 |
| Number of electronic legal deposit serials received | 16,878 | 15,259 | 13,750 | 9,449 | 7,076 |
| Fines from the BDU | 4,145 | 113,351 | 192,719 | 214,637 | 218,077 |
| Books received | 4,000 | 10,000 | 8,000 | 5,000 | 13,950 |

### RESEARCH & STUDY SUPPORT

| | | | | | |
|---|---|---|---|---|
| Number of complete works in ORA available to the public | 88,853 | 74,233 | 56,254 | 41,210 | 24,793 |
| Downloads of full-text items in ORA | 1,643,855 | 2,064,787 | 2,014,406 | 246,511 | |
| Total number of items in ORA | 261,280 | 264,316 | 230,107 | 213,184 | 197,609 |
| Number of Tree lists in ORLO | 2,632 | 1,514 | 620 | - | - |
| Number of items on Tree lists | 182,610 | 70,875 | 28,261 | - | - |
| Number of 'unique views' of ORLO | 79,472 | 46,121 | 15,136 | - | - |
| Number of visits to ORLO lists | 532,388 | 323,134 | 116,888 | - | - |
| Attendees at information skills training | 29,644 | 16,398 | 17,591 | 14,047 | 22,655 |
| Number of students supported by ARACU | 49 | 45 | 32 | 24 | 23 |
| Number of pages provided in alternative formats by ARACU | 86,592 | 88,413 | 90,819 | 101,136 | 57,332 |
| Number of items processed by ARACU | 3,329 | 2,287 | 3,085 | 3,408 | 2,207 |

### LIBRARY USE

<table>
<thead>
<tr>
<th></th>
<th>2020-21</th>
<th>2019-20</th>
<th>2018-19</th>
<th>2017-18</th>
<th>2016-17</th>
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<tbody>
<tr>
<td>Reader visits</td>
<td>456,789</td>
<td>1,019,569</td>
<td>1,099,561</td>
<td>1,259,678</td>
<td>2,145,349</td>
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<tr>
<td>Average reader headcount on sample days (11am &amp; 3pm)</td>
<td>468</td>
<td>1,246</td>
<td>1,315</td>
<td>1,252</td>
<td>1,274</td>
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<td>Article downloads</td>
<td>12,997,441</td>
<td>12,010,565</td>
<td>10,230,220</td>
<td>9,497,319</td>
<td>8,946,538</td>
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<td>Book chapter downloads</td>
<td>6,675,481</td>
<td>5,913,885</td>
<td>(new metric)</td>
<td>(new metric)</td>
<td>(new metric)</td>
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<td>Searches of SOLO</td>
<td>16,245,206</td>
<td>17,408,850</td>
<td>15,482,251</td>
<td>13,829,613</td>
<td>11,891,834</td>
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<td>Database searches</td>
<td>12,147,271</td>
<td>10,669,473</td>
<td>14,403,163</td>
<td>10,211,565</td>
<td>11,795,348</td>
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<tr>
<td>Total loans</td>
<td>122,024</td>
<td>378,315</td>
<td>316,705</td>
<td>377,486</td>
<td>372,662</td>
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<tr>
<td>Number of borrowers</td>
<td>16,972</td>
<td>23,377</td>
<td>25,519</td>
<td>24,239</td>
<td>24,547</td>
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<tr>
<td>Number of Scan &amp; Deliver requests completed</td>
<td>64,147</td>
<td>3,862</td>
<td>3,062</td>
<td>1,086</td>
<td>1,602</td>
</tr>
<tr>
<td>Special collection items consulted</td>
<td>10,276</td>
<td>29,728</td>
<td>53,982</td>
<td>59,805</td>
<td>75,047</td>
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<tr>
<td>Number of Special Collection Scan requests completed</td>
<td>2,012</td>
<td>111</td>
<td>-</td>
<td>-</td>
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<td>Views of a digitized book or manuscript</td>
<td>2,983,034</td>
<td>2,988,794</td>
<td>1,912,432</td>
<td>948,650</td>
<td>562,099</td>
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<tr>
<td>Number of prints, copies or scans (PCAS)</td>
<td>13,120,049</td>
<td>12,781,685</td>
<td>2,508,555</td>
<td>2,292,921</td>
<td>2,677,072</td>
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<tr>
<td>Total enquiries to MED mailbox</td>
<td>2,012</td>
<td>2,812</td>
<td>1,552</td>
<td>1,178</td>
<td>1,342</td>
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<tr>
<td>Total number of LiveHelp chats</td>
<td>8,271</td>
<td>5,035</td>
<td>3,727</td>
<td>5,520</td>
<td>-</td>
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### PUBLIC ENGAGEMENT

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<tr>
<th></th>
<th>2020-21</th>
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<th>2018-19</th>
<th>2017-18</th>
<th>2016-17</th>
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<tr>
<td>Number of visits to physical exhibitions</td>
<td>37,335</td>
<td>192,303</td>
<td>201,250</td>
<td>219,964</td>
<td>208,732</td>
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<tr>
<td>Number of visits to online exhibitions</td>
<td>37,327</td>
<td>173,967</td>
<td>163,338</td>
<td>71,097</td>
<td>70,718</td>
</tr>
<tr>
<td>Visits to Blackwell Hall</td>
<td>65,915</td>
<td>479,047</td>
<td>847,628</td>
<td>824,349</td>
<td>849,916</td>
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<tr>
<td>Widening Engagement participants</td>
<td>5,062</td>
<td>11,158</td>
<td>29,657</td>
<td>10,990</td>
<td>5,311</td>
</tr>
<tr>
<td>Number of visitors taking tours</td>
<td>30,285</td>
<td>78,622</td>
<td>108,647</td>
<td>178,787</td>
<td>154,246</td>
</tr>
<tr>
<td>Number of website sessions</td>
<td>3,706,065</td>
<td>2,694,400</td>
<td>2,646,933</td>
<td>2,614,614</td>
<td>2,569,287</td>
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<tr>
<td>Mentions in traditional media</td>
<td>1,673</td>
<td>5,530</td>
<td>3,597</td>
<td>4,657</td>
<td>2,938</td>
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<tr>
<td>Social media interactions</td>
<td>464,693</td>
<td>449,186</td>
<td>744,990</td>
<td>670,263</td>
<td>n/a</td>
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### COMMERCIAL

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<th></th>
<th>2020-21</th>
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<th>2018-19</th>
<th>2017-18</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shop sales</td>
<td>£374,670</td>
<td>£602,348</td>
<td>£1,299,600</td>
<td>£1,256,747</td>
<td>£945,626</td>
</tr>
<tr>
<td>Books published by Bodleian Library Publishing sold</td>
<td>70,407</td>
<td>63,527</td>
<td>108,192</td>
<td>99,421</td>
<td>70,970</td>
</tr>
<tr>
<td>Boxes made</td>
<td>23,944</td>
<td>27,116</td>
<td>30,949</td>
<td>39,973</td>
<td>30,006</td>
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</tbody>
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### STAFF

<p>| | | | | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total staff (FTE)</td>
<td>541.54</td>
<td>508.59</td>
<td>573.08</td>
<td>567.78</td>
<td>613.53</td>
</tr>
<tr>
<td>Library staff (FTE)</td>
<td>508.35</td>
<td>534.22</td>
<td>546.92</td>
<td>532.35</td>
<td>516.98</td>
</tr>
<tr>
<td>Trading staff (FTE)</td>
<td>10.49</td>
<td>13.91</td>
<td>14.29</td>
<td>12.56</td>
<td>13.07</td>
</tr>
<tr>
<td>Project staff (FTE)</td>
<td>22.70</td>
<td>20.46</td>
<td>11.87</td>
<td>22.87</td>
<td>31.47</td>
</tr>
</tbody>
</table>

### END OF YEAR ACCOUNTS

<table>
<thead>
<tr>
<th></th>
<th>2020-21</th>
<th>2019-20</th>
<th>2018-19</th>
<th>2017-18</th>
<th>2016-17</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff expenditure</td>
<td>£22,473,959</td>
<td>£23,495,860</td>
<td>£22,959,942</td>
<td>£22,412,741</td>
<td>£21,770,153</td>
</tr>
<tr>
<td>Information provision expenditure</td>
<td>£10,147,043</td>
<td>£10,042,534</td>
<td>£9,844,709</td>
<td>£8,751,478</td>
<td>£8,295,229</td>
</tr>
<tr>
<td>APC expenditure</td>
<td>£2,972,504</td>
<td>£2,847,405</td>
<td>£3,130,011</td>
<td>£2,137,332</td>
<td>£2,876,692</td>
</tr>
<tr>
<td>Other expenditure</td>
<td>£55,302,082</td>
<td>£55,299,161</td>
<td>£56,238,483</td>
<td>£55,513,068</td>
<td>£55,902,062</td>
</tr>
<tr>
<td><strong>Total gross expenditure</strong></td>
<td>£50,895,588</td>
<td>£51,684,960</td>
<td>£52,173,146</td>
<td>£48,814,618</td>
<td>£48,844,136</td>
</tr>
<tr>
<td>University funding</td>
<td>£34,553,550</td>
<td>£33,567,000</td>
<td>£33,156,000</td>
<td>£32,844,000</td>
<td>£32,521,666</td>
</tr>
<tr>
<td>HEFCE NERL grant</td>
<td>£1,897,947</td>
<td>£1,897,947</td>
<td>£1,897,947</td>
<td>£1,897,947</td>
<td>£1,897,947</td>
</tr>
<tr>
<td>Other income – internal</td>
<td>£361,828</td>
<td>£548,523</td>
<td>£594,681</td>
<td>£684,799</td>
<td>£735,549</td>
</tr>
<tr>
<td>Other income – external</td>
<td>£16,949,186</td>
<td>£15,303,766</td>
<td>£16,524,619</td>
<td>£13,428,420</td>
<td>£13,387,170</td>
</tr>
<tr>
<td><strong>Total income</strong></td>
<td>£50,962,512</td>
<td>£51,515,216</td>
<td>£52,173,267</td>
<td>£48,814,566</td>
<td>£48,402,032</td>
</tr>
</tbody>
</table>